

Public Service Commission of South Carolina  
 01 Executive Center Dr., Suite 100  
 Columbia, SC 29210



238496  
 Phone: 803-896-5100  
 Fax: 803-896-5199  
 www.psc.sc.gov

POSTED  
 8/23/12

PROTEST

Complaint Form

2012-177-WS

Print

Date: August 8, 2012

Complainant or Legal Representative Information:

\* Required Fields

Name \* Tom Whitaker

Firm (if applicable) LakeView Sign Works, Inc.

Mailing Address \* 7030 Chelsea Day Lane

City, State Zip \* Tega Cay

SC

Phone \* 803 802 2178

E-mail \*

Name of Utility Involved in Complaint: \* Utilities Inc. Tega Cay Water Company

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) \*

- ☐ Billing Error/Adjustments    ☐ Deposits and Credit Establishment    ☐ Wrong Rate    ☐ Refusal to Connect Service  
☐ Disconnection of Service    ☐ Payment Arrangements    ☒ Water Quality    ☐ Line Extension Issue  
☒ Service Issue    ☐ Meter Issue  
☐ Other (be specific) A proposed water and sewage increase by this company in Tega Cay

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☒ No

Name of  
 ORS Contact:

Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

I am protesting another rate increase by Utilities Inc. I fear this one will bring my water bill for us way over a \$100.00 and that will be just the the basic service. My wife and I have lived here for 31 years. I can honestly say I have never been happy with this company or its service. I have been overcharged many times and truly had to battle with them to correct these charges. My water tastes horrible, and has this sulfur smell to it. I have black deposits in my commodes and sometimes in the bath water. The system in Tega Cay's older section is still in need of so many repairs and updates. This company was granted a rate increase in 2010 and with that increase they said they would start to update and had benchmarks that were to be met set up by DHEC. They have again just put a band aid fix on these problems. We are in a predicament here. I am 69 years old and I have to work to keep our heads above water. I cannot afford the type of increase they are asking for. Please help us make this company do what is right by this area.

Sincerely

Tom Whitaker

Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

Deny their rate increase. Not just a portion, but all of it. If they can't handle the problems, then the city of Tega Cay should step in.

RECEIVED

AUG 22 2012

PSC SC  
 MAIL / DMS

STATE OF SOUTH CAROLINA )

VERIFICATION

COUNTY OF York )

I, Tom Whitaker

verify that I have read my complaint filed on 08/22/2012

Complainant's Name \*

Date \*

and know the contents thereof, and that said contents are true.

Tom Whitaker

Complainant's Signature \*

Internal Use Only

Processed By	Date
H.E.	

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### Attachment to Complaint Form

Complete this page only if your complaint involves AT&T.

1. Was your AT&T service activated after September 30, 2009?

☐ YES ☐ NO

2. Does your bill from AT&T include monthly charges for any of the following services?

- ☐ AT&T Internet Access Service (dial-up or DSL)
- ☐ AT&T Wireless Service
- ☐ AT&T U-verse Service
- ☐ Caller ID
- ☐ Complete Choice
- ☐ Preferred Pack
- ☐ Long distance service provided by any AT&T company